

## Oracle

- **Description:** Oracle provides a DBMS that enables enterprises to process large numbers of online transactions, and store and manage large volumes of mission-critical data. It is designed to handle a range of data processing needs, from small (a few gigabytes of data) to very large (multi-terabyte) databases requiring a DBMS capable of supporting thousands of users and running on a 24 x 7 basis with minimal downtime. Oracle provides cross-platform availability and comprehensive tools for application development and database administration. Teale's current Oracle databases operate primarily on SUN's Sparc hardware and Solaris operating system. Teale is currently working with customers requesting Oracle on Microsoft Windows 2000 platforms.

**Teale Services and Support:** The Oracle/UNIX Support Unit at Teale provides the following services:

1. Installation and support of database software products
2. Installation and support of agents required to support client requested services
3. Configuration of appropriate parameters and environments
4. Creation of Oracle databases
5. Upgrading the Oracle software
6. Upgrading/migration of databases to newer software versions
7. Configuration of the database listener
8. Backup and recovery of databases
9. Creation of backup copies to be stored both onsite and offsite
10. Creation and modification of UNIX shell scripts required for normal database processing
11. Setup of database exports processed on a scheduled basis
12. System-level database administration beginning at the tablespace level and excluding managing or creating database objects or users
13. Assist with database performance tuning
14. Database troubleshooting and problem resolution, excluding application problems
15. Primary contact between the customer and Oracle support on issues regarding database operation and performance
16. Teale procurement staff manage the contracts for the licensed database products

Teale also offers operational recovery services for critical customer databases on a subscription basis. Please contact your Teale Customer Relations Representative for details.

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Teale Oracle customers are responsible for the following:

1. Logical and physical database design.
2. Loading the data into the database, as needed, and verifying that the load is successful.
3. Designing table structures which include standard normalization and performance considerations.
4. Application design, development and testing.
5. Creating tables, indexes and any other objects that are part of the database, such as, aliases, views, etc.
6. Determining the availability requirements for the database in coordination with Teale.
7. Determining security requirements for the database.
8. Authorizing and granting appropriate access to the database.
9. Maintaining the database design, such as reorgs.
10. Reviewing and approving new applications to access the database, in order to ensure that there will be no detrimental effects to existing applications.
11. Coordinating with Teale's Oracle support staff to establish appropriate backup and recovery procedures.
12. Providing Teale with a technical contact for issues related to Oracle. In most cases, this contact person has the ability to create and change users, develop user profiles, and grant users the necessary Oracle system and object privileges.

➤ **Benefits:** Oracle is known worldwide for meeting the critical performance requirements of high-volume, high-availability production systems. Some of the benefits of using Oracle at Teale are:

1. Since Oracle is widely used at Teale, there is a strong customer base from which to collaborate and assure continued operation.
2. Teale Oracle support staff provide excellent and responsive customer service and can be reached by calling the Help Desk at (916) 464-4311, or sending an e-mail to [dchelpme@teale.ca.gov](mailto:dchelpme@teale.ca.gov). (The Help Desk is operational 24 hours a day, 7 days a week.) During normal business hours (7:00 a.m. to 5:00 p.m.), staff are available to assist with modifications or database and connectivity issues; during off-shift hours, they can respond to emergency problems.
3. The Oracle/UNIX Support staff have diverse technical background and expertise, providing a well-rounded pool of knowledge to resolve problems and respond to questions.
4. Teale's software licensing with Oracle provides 24-hour support services.

## Oracle

- **When to Use:** Oracle is used by organizations that require the ability to organize, manipulate, query, access, update and manage complex, redundant information to meet the mission-critical demands of their enterprise computing environment. Oracle is capable of supporting enterprises that:
  1. Use small databases with low usage
  2. Require large numbers of online transactions
  3. Require large volumes of data
  4. Have complex data structures
  5. Have thousands, even tens of thousands, of users
  6. Have a potential for growth in any of the above areas
  7. Want the ability to quickly and easily develop business applications from quick adhoc queries/reports to complex enterprise processes
  
- **How to Obtain:** Call your Teale Customer Relations Representative at (916) 464-3712 (CALNET 433-3712).